

Job Title: Friendly Visiting Assistant Coordinator

Supervisor: Friendly Visiting Program Director

Job Status: Non-Exempt/Full Time

Work Schedule: 35 hours per week Monday- Friday

Location: Aging through Arts Center, 239 West 49th Street NYC 10019 (One Day WFH)

Salary: 45,000, annually

About Encore: Known widely as Broadway's longest running act of loving care, Encore's mission is to improve the quality of life for older New Yorkers, so they are not just surviving, but thriving. Through a robust array of programming, Encore takes a "no wrong door approach" to ensure Seniors are able to age in place comfortably for as long as possible. Encore is recognized as one of the most respected and trusted nonprofit organizations providing services for older New Yorkers in New York's City. Encore is on the cutting edge in the human service field and is a staunch advocate not only for older New Yorkers, but also for the essential human service employees who serve as the City's safety net. Do not miss this chance to work for a mission-oriented organization, which centers employees as its number one resource.

About Position: Volunteers are a vital part of the ongoing life of many nonprofits, and especially for older adult service organizations like Encore Community Services. They are the driving force behind Encore's outreach programs, which consist of the Friendly Visiting Program ("FVP") and our Age Friendly Community Outreach Program (AFCP). The FVP involves matching volunteers with seniors for weekly home visits or virtual contacts for isolated homebound seniors residing in Manhattan South. The Friendly Visiting Assistant Coordinator, reporting to the Friendly Visiting Program Director, has a key position in being the welcoming face of Encore for new and ongoing volunteers. The Friendly Visiting Assistant Coordinator's role is to assist the Director of Friendly Visiting, in operation of Encore's FVP and maintaining compliance with the funding source requirements. The AFC will interact with volunteers, staff, and clients responsibly and courteously.

Benefits: This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental & Vision plans with coverage beginning on the first day of hire, generous paid time off (vacation, personal days, sick days and earned floating holidays), 403(b) with 3% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

Responsibilities:

- Answer program telephones and determine appropriate follow-up;
- Assist with ongoing contact and follow-up calls with matched seniors and volunteers;
- Conduct reference checks and background checks for volunteers;
- Provide support with in-home follow-up visits and in-home assessments
- Assist with accepting referrals of new friendly visiting volunteers and client referrals from the case management agencies in the funder data base system;
- Data entry of visits, follow-up and client entries as required in the funding source database;

- Documentation of all contacts in the service trackers as required by the funding source;
- Identify tasks to be completed as required to meet funder and agency compliance; Collaborate and assist with monthly and quarterly reports;
- Perform a multitude of administrative duties such as creating reports and flyers, producing client lists and correspondence as needed;
- Conduct community outreach to recruit new volunteers;
- Complete special projects and initiatives with guidance in collaboration with the Friendly Visiting Program Director;
- Other duties as assigned.

Required Qualifications:

- AS degree in related to the field of human services field and 1 year of experience or;
- High School Diploma with at least 2 years of experience in the field of human services preferably with the elderly population;
- Bilingual, Spanish preferred;
- Excellent communication and organizational skills both written and oral;
- Proficiency in computer, database skills as well as programs such as Microsoft Excel, Word, PowerPoint and Outlook;
- Excellent time management skills;
- Comfort with visiting seniors in their homes;
- Ability to work independently and collaboratively;
- Commitment to Encore's mission, vision, and values;
- Cultural competency knowledge for adapting services to the needs of the changing older adult population is preferred;
- Commitment to supporting communities who have experienced systemic oppression and bias (i.e. people of color, LGBTQ+ people, immigrants, justice-involved persons, etc.);
- Must be willing to work on holidays, Saturdays and or evenings as needed. Flexible schedule.

How to apply: Email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate **"Friendly Visiting, Assistant Coordinator"**

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.